

Office of Cultural Competence & Ethnic Services

Presents

One Moment Please/Un Momento Por Favor Training

Upon completion of this training, participants should be able to:

Receive and practice the two department approved phrases when answering calls from monolingual Spanish speaking individuals.

Who Should Attend?

All Clerical and
Contract Agencies

Date	Times	Location
*December 19, 2012	9am—10am	South Coast Community Services, 721 Nevada St, Redlands, CA
*January 9, 2013	9am—10:30am	SBCBH (formerly BHRC), Room F119/120 850 E. Foothill Blvd, Rialto, CA 92376
*January 10, 2013	2pm—3pm 3pm—4pm	Victor Valley Behavioral Health, 12625 Hesperia Rd, Victorville, CA 92395
January 15, 2013	9am—10am	DBH Training Institute
January 15, 2013	1pm—2:30pm	DBH Training Institute
*January 16, 2013	2pm—3pm	Vista Community Counseling Center
*January 22, 2013	10am—11am	VCSS, 12095 Armargosa Rd., Suite 201, Victorville, CA 92395

*Please note that the identified trainings are available **ONLY** to identified agency/clinic staff.

Please note that the January 10, 2013 training is for Victor Valley and Barstow clinic staff **ONLY**.

Training sessions at the Training Institute are available to all

Register Now!

Log onto Essential Learning

<http://dbh.training.essentiallearning.com>

For assistance, please call

(800) 722-9866 or email

Training@dbh.sbcounty.gov

This course meets 1 hour of the Cultural Competence requirement



For alternative communication methods, call 800-722-9866 or 7-1-1 for T-T-Y

